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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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TO: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – HOLLYGROVE
GROUP HOME**

We have completed a review of Hollygrove Group Home (Group Home or Agency) operated by Hollygrove, Inc. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Hollygrove Group Home is a 68 bed facility, which provides care for boys and girls ages 11-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Hollygrove Group Home was providing services for 54 Los Angeles County DCFS children and one private placement. Hollygrove Group Home is located in the Third District.

Scope of Review

The purpose of the review was to determine whether the Agency was providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues, and included an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, facility inspections, and interviews with five children placed in the Group Home at the time of the review. Interviews with the residents were designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

"To Enrich Lives Through Effective and Caring Service"

Summary of Findings

Generally, the Agency was providing the services outlined in their Program Statement. However, the Agency needs to ensure that all children's bedrooms are maintained in an orderly manner; develop Needs and Services Plans that have specific and measurable goals; develop comprehensive quarterly reports; and inform residents of their right to refuse medication.

Attached is a detailed report of the review findings.

Review of Report

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children's Group Home Ombudsman within 15 business days from the receipt of this report. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:jdh

c: David E. Janssen, Chief Administrative Officer
David Sanders, Ph.D., Director, DCFS
Paul Higa, Acting Chief Probation Officer
Judith Nelson, Executive Director, Hollygrove Group Home
Violet Varona-Lukens, Executive Officer
Public Information Office
Audit Committee

**Hollygrove Group Home
815 North El Centro Avenue
Los Angeles, Ca 90038
Phone: (323) 463-2119
License No.: 191800322
Rate Classification Level: 12**

I. Facility and Environment

(Facility Based - No Sample)

Method of assessment – Observation

Sample size for resident interviews: Five

Comments:

Hollygrove Group Home (Group Home or Agency) is a large facility located in a residential community. The Group Home is clean, spacious, and comfortable. The Group Home is well maintained, nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The interior of the Group Home is generally clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. The resident bedrooms are spacious, and personalized to each child's desire with posters, pictures, and knick-knacks. However, bedrooms in the "Barbie" cottage are disorderly and cluttered.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR. There are books and resource materials, including computers with a variety of programs.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

Recommendation

- 1. Hollygrove Group Home management assist residents in the "Barbie" cottage to maintain their bedrooms in an orderly manner.**

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Five

Comments:

Residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current. However, the goals in one of the Needs and Services Plans were not measurable and specific. There was documentation to support the placement workers' participation in the development and update of the NSPs.

The quarterly reports for two residents are current, comprehensive, and appropriately focus on the goals of their NSPs. The quarterly report for one resident was not comprehensive. Two of the residents have not been in the Group Home long enough to require a quarterly report.

The residents are provided with psychological testing, emotional and developmental counseling as required by the Program Statement. Case files reflect adequate documentation to show evidence of residents receiving regular individual and/or group therapy.

Recommendations**2. Hollygrove Group Home management:**

- a. **Develop Needs and Services Plans that have specific and measurable goals for all residents.**
- b. **Develop comprehensive quarterly reports for all residents.**

III. Educational and Emancipation Services**Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Five****Comments:**

Residents are attending school. Their records contain current Individualized Education Plans and current semester report cards and/or progress reports. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning phase of meals. Hygiene care is discussed as needed.

Residents are too young to participate in emancipation or vocational programs.

The residents do not work.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Five

Comments:

The Agency provides its residents opportunities to participate in recreational activities. Residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. Residents reported that they participate in planning some of the activities. Residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents for 36 case files

Comments:

The residents have current court authorizations for psychotropic medications. Documentation confirms that the children are routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Resident interviews

Sample size for resident interviews: Five

Comments:

Residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and express satisfaction with the quality of their interactions with most staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Three of the residents are not aware of their right to refuse medication.

Recommendation

- 3. Hollygrove Group Home management inform each resident of their right to refuse medication.**

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Five

Comments:

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents are provided with regular opportunities to maintain photo albums/life books.

Recommendations

There are no recommendations for this section.